



City of Tempe

COMMUNITY SERVICES MANAGER

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	411	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$92,193
<i>Supervision Level:</i>	Manager	<i>Salary / Hourly Maximum:</i>	\$124,000
<i>Employee Group:</i>	TSA	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Museum Manager
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>EEO4 Group:</i>	Professionals
<i>Physical:</i>	No		

REPORTING RELATIONSHIPS

Receives direction from the Community Services Director, Deputy Community Services Director – Parks & Recreation or other management staff.

Exercises direct supervision over supervisory, professional, technical and clerical staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four (4) years of experience in the implementation and coordination of recreational and community center programs and activities, early childhood education, education, or administration of parks and golf course maintenance programs, according to the requirements of assigned area, including two (2) years of supervisory experience.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major work in park management, recreation administration, early childhood education, marketing, education, business administration or a degree related to the core functions of this position.
<i>License / Certification:</i>	<u>When assigned to Parks:</u> Possession of a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize and manage, through subordinate supervisors, the operations of a major Parks & Recreation Section or Special Events within the Community Services Department and to supervise the operation of related facilities, programs and staff.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Develop, implement, supervise, promote and evaluate assigned section activities and services; develop, recommend and implement program activities, including services for all generations from pre-school to older adult.
- Develop, manage and oversee contracts, lease, MOU and intergovernmental agreements with other agencies and organizations and ensure contractual compliance. Create and implement solutions to contract issues outlined in agreements between outside service providers and the City of Tempe.
- Coordinate with city attorneys on (events and others have agreements that are not intergovernmental) agreement issues.
- Design and conduct surveys; economic impact studies and prepare proposals on financial and staffing requirements; design, develop and perform various independent statistical and research studies to monitor economic processes affecting the budget.
- Prepare operational budget; assist in budget implementation; participate in forecasting funds; administer approved budget.
- Recommend capital improvement projects to expand and improve assigned section facilities including major and minor maintenance repairs. Develop strategic plans to address growth and expansion of facilities and program needs.
- Purchase necessary equipment and supplies; initiate bids for equipment and/or service providers; prepare bid specifications as required in accordance with the City procurement code.
- Oversee registration process and information for participants; monitor process for efficiency, accuracy and customer service.
- Work with Communication & Media Relations Staff for media relations, including serving as liaison with media. Oversee coordination of the production and distribution of a wide variety of printed and electronic materials.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services, recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Coordinate program activities with the general public, non-profit agencies, other departments and City staff.
- Monitor and ensure program compliance with pertinent city, county and state laws, rules and regulations and licensing standards; consult with city attorneys on facility and program issues regarding recreation, special events, and community/multi-generational.
- Maintain awareness of new developments and legal requirements impacting services; incorporate into existing programs as needed.
- Consult with school officials, emergency service staff, police, public assistance staff and other public and private agency representatives to seek assistance and find solutions to participant

problems; create and maintain emergency evacuation and crisis situational plans for facility staff and service agencies.

- Prepare comprehensive reports and facilitate presentations to the Department Director concerning operation issues; makes presentations to committees, Boards, citizen groups, council and external organizations.
- Plan, implement, schedule, and evaluate special events and activities relating to the program to which assigned.
- Coordinate the research, development, execution and evaluation of technology implementation as it relates to services, programs, facilities and events offered through the Community Services Department.
- Participate in the selection of staff; provide or coordinate staff training; Provide pro-active performance planning utilizing performance management tools; formalize performance goals, outline professional development plans, and discuss job competencies; recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing assigned section services and programs; work with program participants and staff to ensure program effectiveness.
- Respond to difficult and sensitive inquiries and complaints and recommend corrective action as necessary to resolve complaints.
- Research, apply for, and administer alternative funding sources and grants that will enhance the services, programs, events and facilities.
- Perform related duties as assigned.

When assigned to Parks:

- Manage, direct and organize a diverse and proactive program of services including park maintenance, golf course maintenance and operations, stadium and cemetery maintenance.
- Oversee park asset management and development of the capital improvement program plan.
- Act as point of contact for Parks capital improvement projects; manage the planning, design, construction and procurement activities in conjunction with other City divisions and departments; facilitate public outreach related to capital projects.
- Coordinate parks maintenance activities with other City departments, Community Services divisions and sections, outside agencies and neighborhood organizations.
- Implement and oversee the citywide Integrated Pest Management Program.
- Develop, negotiate and administer contracts with outside consultants.
- Act as staff liaison for the Parks, Recreation, Golf and Double Butte Cemetery Board and/or the Desert Conservation Commission.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- May operate city vehicles;
- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;

- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective January 2006

Revised Nov 2010 (Removed optional driver's license statement)

Revised Dec 2010 (updated title change)

Revised February 2017 (update job title, job duties, and min quals)

Revised October 2019 (removed Kid Zone min quals and duties; added when assigned to Parks min quals and duties)